

<b>.REQUEST FOR QUOTATIONS</b>		THIS RFQ IS IS <b>X</b> NOT A SMALL BUSINESS SET-ASIDE		PAGE      OF      PAGES <b>1</b> <b>8</b>	
<i>(THIS IS NOT AN ORDER)</i>					
1. REQUEST NO.	2. DATE ISSUED <b>4/16/01</b>	3. REQUISITION/PURCHASE REQUEST NO <b>REAC0126</b>	CERT. FOR NAT. DEF UNDER BDSA REG. 2 AND/OR DMS REG. 1		RATING
5a. ISSUED By <b>US DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT OFFICE OF THE CHIEF PROCUREMENT OFFICER, RM 5266 451 7<sup>TH</sup> ST., SW., WASHINGTON, DC 20410</b>			6. DELIVER BY <i>(Date)</i> One year from date of award		
5b. FOR INFORMATION CALL <i>(NO COLLECT CALLS)</i>			7. DELIVERY		
NAME <b>CATHERINE PINKNEY</b>		TELEPHONE NUMBER		<input type="checkbox"/> FOB DESTINATION <input type="checkbox"/> OTHER <i>(See Schedule)</i>	
		AREA CODE <b>202</b>	NUMBER <b>708-1772 X 7125</b>	9. DESTINATION	
8. TO:					
a. NAME <b>ALL OFFERORS</b>		b. COMPANY		b. STREET ADDRESS	
c. STREET ADDRESS				c. CITY	
d. CITY		e. STATE	f. ZIP CODE	d. STATE	e. ZIP CODE
10. PLEASE FURNISH QUOTATIONS TO THE ISSUING OFFICE IN BLOCK 5A ON OR BEFORE : <b>5/01/01      1:00PM</b>		<b>IMPORTANT:</b> This is a request for information, and quotations furnished are not offers. If you are unable to quote, please so indicate on this form and return it to the address in Block 5A. This request does not commit the Government to pay any costs incurred in the preparation of the submission of this quotation or to contract for supplies or services. Supplies are of domestic origin unless otherwise indicated by quoter. Any representations and/or certifications attached to this Request for Quotations must be completed by the quoter.			
11. SCHEDULE <i>(Include applicable Federal, State and local taxes)</i>					
ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)
	<b>This requirement is being solicited under the Simplified Acquisition Procedures and is anticipated to be under \$100,000.00 . Provide services in accordance with the attached Statement of Work, pages 2-5 and pricing on page 7. This is a firm fixed priced acquisition. A technical proposal has to be submitted in response to the evaluation criteria on page 6.</b>				
12. DISCOUNT FOR PROMPT PAYMENT >		a. 10 CALENDAR DAYS (%)	b. 20 CALENDAR DAYS (%)	c. 30 CALENDAR DAYS (%)	d. CALENDAR DAYS
					NUMBER      PERCENTAGE
NOTE: Additional provisions and representations <input type="checkbox"/> are <input type="checkbox"/> are not attached.					
13. NAME AND ADDRESS OF QUOTER			14. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION		15. DATE OF QUOTATION
a. NAME OF QUOTER					
b. STREET ADDRESS			16. SIGNER		
c. COUNTY			a. NAME <i>(Type or print)</i>		b. TELEPHONE AREA CODE
d. CITY	e. STATE	f. ZIP CODE	c. TITLE <i>(Type or print)</i>		NUMBER

**Statement of Work**  
**U.S. Department of Housing and Urban Development**  
**Real Estate Assessment Center**  
**Single Family Assessment Sub System**  
**National Test Administrator**

## **1.0 INTRODUCTION:**

The U.S. Department of Housing and Urban Development (HUD) is implementing significant reforms under the HUD 2020 Management Reform Plan (HUD 2020). One of the reforms under HUD 2020 is the establishment of a Real Estate Assessment Center (REAC). The REAC is a separate organization from the traditional program areas and has responsibility for obtaining consistent, objective and standardized information to allow HUD to effectively monitor and assess the performance and condition of the housing portfolio for which HUD has a financial interest or statutory obligation to monitor.

As part of the HUD 2020 implementation, the Single Family Appraisal Subsystem (SASS) has developed and deployed three (3) examinations:

- Federal Housing Administration Appraiser Examination to certify appraisers' knowledge of **HUD Handbook 4150.2 Valuation Analysis for Home Mortgage Insurance**. This examination is mandatory for placement on the FHA Register of HUD-approved appraisers.
- The Federal Housing Administration (FHA) Review Appraiser Examination to certify appraisers' knowledge of HUD's **AQA Review Appraiser Desktop Guide**. This examination is mandatory for eligibility to conduct Appraisal Quality Assessments for HUD.
- The Federal Housing Administration seeks to improve its certification process through a comprehensive examination "**Qualifying Examination for 203 (K) Consultants**" that will provide an objective measure of the "203 (K) consultant's knowledge and competence. Passing the examination with a satisfactory score must be achieved before the 203 (K) consultant can receive HUD approval and provide services in that capacity.

SASS has developed examination questions and examination standards for the FHA exams..

- HUD/REAC is soliciting testing companies with the capability to administer the FHA Exams on a national level. The total cost of the testing fee is to be paid by the examination applicants. The testing/examination fee to the applicant and capabilities of each provider will be considered in choosing an individual company or companies to administer FHA Exams.
- HUD/FHA will deliver examinations to the Contractor and the Contractor will administer the examinations.
- The examination format is multiple choice questions.
- HUD must be able to change FHA Exam questions at any time, with a reasonable amount of notice from HUD to the Contractor. Broad revisions are expected annually.
- Contractor is required to submit/transmit the examination results electronically to SASS on a daily basis.
- FHA Exam candidates must be afforded the opportunity to obtain additional copies of Official Score Reports (examination results) for a nominal fee to be determined by the National Test Administrator.
- Contractor must be able to provide examination results to examinees at conclusion of examination.
- The Contractor is not required to incur any unnecessary expense for advertising. The contractor will provide a list of the test sites, locations, and testing times. HUD will make this information available, via the HUD web, to any/all persons interested in taking the test.

## **2.0 OBJECTIVE:**

REAC/SASS is seeking a vendor to be a National Test Administrator (NTA). The NTA will administer examinations provided by REAC to applicants. The primary objective is to provide an appraisal certification examination to appraisers in the fifty (50) States and Territories of the United States.

## **3.0 SCOPE OF SERVICES:**

The Contractor shall furnish all necessary qualified personnel and services necessary to accomplish the tasks as delineated in Section 4.0 below. In addition, the Contractor must have the capability to administer **examinations** through a nationwide network of testing centers located in the fifty (50) States and Territories of the United States. The Contractor selected must have a minimum of two (2) years experience (documented in the proposal submission) providing multi-state testing administration. The proposal must also state the location of all testing centers and **schedule** available to appraiser candidates taking the examination over the entire contract period.

**Contractors must include the following information in their proposal:**

- Submit/include a Project Work Plan.
- Location of all testing centers with supervised testing environment with proctor to monitor examinee.
- The hours of operations (availability) of examination administration. If this response differs by location, provide specific time periods.
- Registration method(s) to be used for appraiser applicants.
- Rescheduling Policy covering weather, medical emergencies, etc.
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- Proposed method to advertise **to the applicants** the availability of exam locations and dates.

- Equipment capability for administering testing, specifically PCs available to appraiser candidates.
- **Certificate, Official Score Report, will be issued to each applicant immediately upon satisfactory completion of the examination.**
- Security measures to guarantee confidentiality of the **exam** and applicant results.
- The proposed examination fee to be paid by applicants and any additional fees for any applicant retaking the examination.
- Special accommodations plans to ensure compliance with the Americans with Disabilities Act.

HUD anticipates each FHA Exam to consist of approximately fifty (50) questions. The Contractor must quote the fee(s) under the assumption that they are the sole examination administrator. All fee rates to be charged will remain in effect for a one-year period (from date of contract award) and are subject to re-negotiation prior to the exercise of both contract renewal options.

The estimated number of applicants to be tested annually is between 1000 and 4000. The FHA Exams are mandatory and the preceding information is based upon data currently available to HUD, which HUD deems reliable. However, HUD does not make any guarantee concerning the annual number of applicants who will take the exam.

#### **4.0 TASKS:**

The Contractor shall provide the following:

##### **4.1 Provide National Network of Testing Centers**

The Contractor must have the capabilities to administer examinations to applicants on a nationwide network of computerized test centers, determined by the contractor, in the fifty (50) States and Territories of the United States.

##### **4.2 Electronically Transmit FHA Exam Results**

##### **4.3 Report Examinee Pass/Fail Statistics to HUD**

The Contractor will provide to HUD all FHA Exam pass/fail statistics monthly, as well as statistical information regarding examinee performance on all examination questions.

#### **4.4 Develop Procedures for Resolving Customer Service Issues**

The Contractor will develop written procedures for resolving customer services issues. This activity will include:

- Provision for a complaint/issue log at each Test Center
- Forwarding each complaint/issue to a centralized location Issue tracking
- Response/resolution time estimates

#### **5.0 DELIVERABLES:**

Final acceptance of all deliverables will be subject to a quality review performed by the Government Technical Representative (GTR) and/or Government Technical Monitor (GTM). Each deliverable shall be submitted by electronic mail to REAC/SASS at: [www.HUD.GOV](http://www.HUD.GOV)

The contract shall provide a work plan with a detailed schedule of tasks and deliverables in addition to the following:

<b><u>DELIVERABLE</u></b>	<b><u>DUE DATE</u></b>
Final Project/Work Plan	10 work days after award of contract
Report of all testing issues (Pass/fail, examinee demographic information, etc)	Monthly
List of applicants passed/failed	Same day as examination administration

#### **6.0 PLACE OF PERFORMANCE:**

The Contractor will identify testing centers and provide tests for applicants, in these centers, throughout the fifty (50) States and Territories of the United States.

#### **7.0 PERIOD OF PERFORMANCE:**

The period of performance is from date of contract award for a period of one (1) year, with two (2) options to extend the contract for one (1) year periods.

## **8.0 GOVERNMENT FURNISHED DOCUMENTATION:**

HUD/REAC will:

- Provide to the Contractor any and all changes in the FHA Exam format via the HUD web site [www.HUD.GOV](http://www.HUD.GOV) that would result in a revision to testing materials.
- Announce the locations of Testing Centers by placing such announcement on the REAC web site.
- Actively promote the FHA Exams and include site and schedule information on all HUD web sites.

These announcements by HUD will be in addition to the advertising of the FHA Exam provider.

**EVALUATION CRITERIA  
FOR SELECTION OF A NATIONAL TEST ADMINISTRATOR**

**Frequency of examination availability, dates and times**

**Capability to administer the inspector testing on a national basis (50 States and U.S. Territories)**

**Number and location of Testing Centers**

**Frequency and duration of test advertising methodology**

**Registration methods to be used for all applicants**

**Reasonableness of proposed testing fee to be paid by applicants taking the examination**

**Reasonableness of proposed additional fees for any applicants retaking the examination**

**Computers with the following specifications.**

- a) PC workstation for inspector applicant**
- b) Minimum processor speed Pentium 120 MHz**
- c) Minimum hard disk size 1.2 G**

**Ability to provide test results to the applicant within 24 hours of completion of test.**

There will be no cost to the Government. Compensation for testing vendor (National Testing Administrator) will be on a testing fee to be paid by the FHA appraiser test applicant and maximum testing fee with HUD/FHA.

Pricing:

Examination price: \$\_\_\_\_\_ X 4,000 = \$\_\_\_\_\_

Note: 4,000 examinations will be used for evaluation purposes only.

Additional fee(s) for any appraiser retaking examination: \$\_\_\_\_\_

Other fee (s) per examination : \$\_\_\_\_\_

The offeror's pricing information shall be considered secondary to the technical factors. In the event the offeror's technical capabilities are equal price will be the deciding factor in making award



## NOTE TO ALL OFFERORS

Please fax any questions, on company letterhead, that you may have no later than April 20, 2001, 9:00am, eastern standard time, no questions will be answered after the date and time specified.

Catherine B. Pinkney  
Purchasing Agent  
(202) 708-2933

All proposals are to be either **expressed mailed or hand delivered to the following address no later than May 1, 2001, 1:00pm, eastern standard time:** It is requested that you do not use the United States Postal Services' next day delivery service. Most proposals are usually sent by FEDEX, or another similar type of express mail service.

Department of Housing and Urban Development  
Office of Procurement and Contracts  
Room 5266  
451 7<sup>th</sup> St., SW  
Washington, DC 20410  
Attn: Catherine B. Pinkney

### **Hand Delivered Proposals:**

If, a proposal is to be hand delivered it is requested that you call Catherine B. Pinkney, (202) 708-1772 ext. 7125, no later than Tuesday, April 24, 2001, 10am, eastern standard time, with the following information:

Name  
Date of Birth  
Social Security Number  
Date and time of expected delivery  
Office telephone number.

This information is required to gain access to the HUD building, for security purposes. If, you wish not to provide the information, it could result in a short delay in the lobby in order for an employee to come and get your proposal. This delay will not extend the time a proposal is due. **All proposals are to be delivered to the North Lobby, at Seventh and D. Sts., SW., Washington, DC.** After, arriving in the lobby, please let the Security Guard know that your name is listed on the pre-screen visitors list, allowing you access to the building. Some type of identification is required for access to the building